

Amendments To The Claims

This listing of claims will replace all prior versions and listings of claims in the application:

54. (New) A reporting system for network diagnostics or billing management of a multimedia collaboration system network of a plurality of multimedia collaboration system networks including audio, video and data communications, the reporting system comprising:
at least one event monitoring subsystem for monitoring internal network system events, external network system events and service events, including opening and closing connections, connection address queries and one or more of:
server transaction events, bandwidth allocation events, resource allocation events, user login events, user logout events, server startup events, server shutdown events, real-time communication events, real-time communication error events, service events, and service error events;
at least one database subsystem for recording the monitored events and for classifying the monitored events according to predetermined characteristics and attributes; and
at least one reporting subsystem for receiving query parameter information from a user and for generating a report in accordance with the query parameter information.
55. (New) A method for generating reports identifying multimedia collaboration system events in a multimedia collaboration system enabling transmission of at least spoken audio and visual images, comprising:
monitoring internal network system events, external network system events and server service events, including end to end opening and closing connections, connection address queries and one or more of:
server transaction events, bandwidth allocation events, resource allocation events, user login events, user logout events, server startup events, server shutdown events, real-time communication events, real-time communication error events, service events, and service error events;
recording the monitored events and classifying the monitored events according to predetermined characteristics and attributes;

receiving query parameter information from a user for generating a report in accordance with the query parameter information;

querying a database using the query parameter information to generate an analysis report; and

generating the analysis report in accordance with the query information.

1. *(Canceled)*
2. *(Canceled)*
3. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 1 54, ~~configured to monitor events associated with a plurality of multimedia collaboration system networks~~, wherein any of the modules monitoring subsystems are decentralized by being deployed in a distributed manner among the plurality of multimedia collaboration system networks.
4. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 3, wherein the decentralization of any of the modules monitoring subsystems results in a first system architecture that parallels ~~the~~ a corresponding network architecture of a selected one of the multimedia collaboration system networks.
5. *(Canceled)*
6. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 5 54, wherein the at least one database ~~module~~ subsystem further comprises a startup record operable to store event information corresponding to the server startup events.
7. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 6, wherein the startup record comprises any of startup time information, error code information, error string information or supplemental information.
8. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 5 54, wherein the at least one database ~~module~~ subsystem further comprises at least one

shutdown record operable to store event information corresponding to the server shutdown events.

9. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 8, wherein the at least one shutdown record comprises any of shutdown time information, error code information, error string information or supplemental information.
10. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 5 ~~54~~, wherein the at least one database ~~module~~ subsystem further comprises at least one user login record operable to store event information corresponding to the user login events.
11. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 10, wherein the at least one user login record comprises any of user ID information, login time information, client information or supplemental information.
12. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 5 ~~54~~, wherein the at least one database ~~module~~ subsystem further comprises a at least one user logout record operable to store event information corresponding to the user logout events.
13. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 12, wherein the at least one user logout record comprises any of user ID information, logout time information, client information or supplemental information.
14. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 5 ~~54~~, wherein the at least one database ~~module~~ subsystem further comprises at least one call record operable to store event information corresponding to the call events.
15. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 14, wherein the at least one call record comprises any of caller information, call session information, callee session information or timing information.

16. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 54, wherein the at least one database module subsystem comprises at least one call error record operable to store event information corresponding to the call error events.
17. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 16, wherein the at least one call error record comprises any of call failure information, session information, call information or timing information.
18. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 54, wherein the at least one database module subsystem further comprises at least one service record operable to store event information corresponding to the service events.
19. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 18, wherein the at least one service record comprises any of service resource information, session information or timing information.
20. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 54, wherein the at least one database module subsystem further comprises at least one service record operable to store event information corresponding to the service error events.
21. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 20, wherein the at least one service error record comprises any of service resource problem information, operational error information, session information or timing information.
22. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 14, wherein the at least one database module subsystem comprises a plurality of localized databases, each localized database configured to store the monitored event information associated with a particular multimedia collaboration system network, and a centralized database configured to centrally maintain the stored information associated with each of the plurality of localized databases.

23. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 1 ~~54~~, wherein the at least one database module subsystem comprises a centrally located database configured to maintain the monitored event information.
24. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 1 ~~54~~, wherein the at least one database module subsystem comprises a plurality of localized databases, ~~each~~ a respective database of the plurality of localized databases configured to store the monitored event information associated with a particular multimedia collaboration system network.
25. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 1 ~~54~~, wherein the at least one reporting module subsystem is configured to generate either standard or customizable reports relating to the operation of the multimedia collaboration system network in response to the database query parameter information.
26. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 1 ~~54~~, wherein the at least one reporting module subsystem comprises a web-based interface for providing either of a web-based query or response interactivity to the reporting ~~module subsystem~~ such that a database query can be formulated and provided via the Internet.
27. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 1 ~~54~~, wherein the at least one reporting module is operable, in response to the query information, to perform either of predetermined calculations or conditional tests on the event information stored in the database ~~module subsystem~~ in order to generate a report.
28. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 1 ~~54~~, wherein the report comprises a machine readable report file.
29. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 1 ~~54~~, wherein the report comprises a comma-separated value report file.
30. *(Currently Amended)* The ~~multimedia collaboration network~~ reporting system of Claim 1 ~~54~~, wherein the report comprises a combination of textual and graphical data.

31. *(Currently Amended)* ~~A multimedia collaboration system for conducting a conference among a plurality of participants and for exchanging at least audio and video transmission, The reporting system of claim 54 further comprising:~~

a multimedia collaboration system network for providing services to a plurality of workstations, at least one of the workstations having a monitor for displaying visual images and A/V capture and reproduction capabilities for capturing and reproducing video images and spoken audio of the participants; and

a data network providing a data path along which data can be shared among the plurality of the workstations; and a data conference manager for managing the sharing of data between the plurality of workstations.[:;]

~~a separate reporting system connected with the multimedia collaboration system network and configured to provide reporting analysis of the multimedia collaboration system network, [[the]] an independent reporting system comprising a network control system configured to monitor event information, said event information comprising internal event information consisting of information regarding events occurring within the system network, external event information consisting of information regarding events occurring outside the system network, and service event information, consisting of information regarding service events associated with servers of the system network, affecting the multimedia collaboration system network;~~

~~a database configured to store the monitored event information;~~

~~a database query system configured to format a database query according to query information and to query the database in accordance with the database query information; and~~

~~a report generation system configured to generate an analysis report from the monitored event information stored in the database in accordance with the database query information.~~

32. *(Canceled)*

33. *(Canceled)*

34. *(Canceled)*

35. (*Currently Amended*) The multimedia collaboration system of Claim 54 ~~31~~, wherein the further comprising a database query system comprises including any of a standard filter formatter, a general filter formatter or an SQL interface formatter.

36. (*Canceled*)

37. (*Canceled*)

38. (*Canceled*)

39. (*Canceled*)

40. (*Canceled*)

41. (*Canceled*)

42. (*Canceled*)

43. (*Canceled*)

44. (*Canceled*)

45. (*Canceled*)

46. (*Canceled*)

47. (*Canceled*)

48. (*Canceled*)

49. (*Canceled*)

50. (*Canceled*)

51. (*Canceled*)

52. (*Canceled*)

53. (*Currently Amended*) The reporting system of claim 54 ~~52~~, ~~wherein said event information comprises~~ further comprising event logs and WAN call progress signals.